

ABSTRACT

An enhanced telephone system provides a communication channel between a telephone associated with a customer and a party using another telephone. The system includes a mediator server. The mediator server monitors conversations and when a predetermined event is detected, for example, when the customer terminates a conversation, a message is sent to the other telephone, and optionally, to the customer's telephone as well. The message includes an audio clip, and optionally other elements, such as graphics and alphanumeric characters.

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